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November 8, 2019

VIA U.S. MAIL

Eric Foster
MuckRock News
DEPT MR 82815
411A Highland Avenue
Somerville, MA 02144-2516

Re: Public Records Act Request
PRA-1900407

Dear Mr. Foster:

The California Department of Motor Vehicles acknowledges receipt of your email dated and received on November 4, 2019, requesting the following records pursuant to the California Public Records Act (Government Code section 6250 et seq.).

"Information describing the tasks customers carry out at the California DMV, and the employees able to assist them with those tasks, which will be used by university researchers to model the flow of customers at California DMV field offices. This specifically includes the following four items:"

- 1. "A list of tasks that customers can perform at a California DMV field office. Such tasks probably include taking a driving test, filing a change of address form, taking a photo, etc. If a visit requires interacting with multiple DMV employees, there should be a separate task for each employee. For example, a visit to obtain a driver's license for the first time might include a test task, a photo task, and a counter paperwork task, since the customer needs to work with a different employee to carry out each of the three tasks."*
- 2. "The total number of employee-hours available to customers at DMV field offices, broken down by the tasks you identify in (1) that the employees are able to fulfill. This does not need to include non-customer-facing employees, since they are not carrying out any of the tasks from (1). The number of employee hours can be over whichever time period makes it easiest for you to respond to the request. An example response might look like this: in calendar year 2018, there were 20,000 employee hours of employees who can process both tests and renewals, 15,000 employee hours of employees who can process tests and pictures, and 25,000 employee hours of employees who can only process change-of-address, etc. The goal is to understand how many employees the DMV has available to serve customers, and which task(s) each employee is able to carry out."*

3. *"The average service time needed to carry out each of the tasks you identify in (1). For example, it might take an average of 2 minutes to process a change-of-address form, but 5 minutes to take a photo."*
4. *"The number of customers requesting each of the tasks you identify in (1), over the same time period you use in (2). For example, it might be that in calendar year 2018, 10,000 customers came in to take a written test, and 20,000 came in to take a photo. If a customer came in to do both, they should be counted to both."*

Please note that the California Public Records Act does not require an agency to create records in response to a request. (Gov. Code §6252(e); *Haynie v. Superior Court* (2001) 26 Cal.4th 1061.)

In response to item #1, there are no identifiable documents with a specific list of all services offered at all California DMV field offices. Available services offered at field offices and other useful information may be found on the Department's website at: <https://www.dmv.ca.gov/portal/dmv/detail/online/appt/apptfaq#types> and in the California Vehicle Code located online at <http://leginfo.ca.gov/faces/codesTOCSelected.xhtml?tocCode=VEH&tocTitle=+Vehicle+Code+-+VEH>.

There are no identifiable documents responsive to the remainder of your request in items #2-4.

Sincerely,



MICHAEL RAND
Attorney